

Health Home Learning Collaborative

Value Added Benefits

February 17, 2020

Logistics

- Mute your line
- Do not put us on hold
- We expect attendance and engagement
- Type questions in the chat as you think of them and we will address them at the end.

This Training is a Collaborative Effort Between the Managed Care Organizations and Iowa Medicaid Enterprise

Iowa Medicaid Enterprise

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AGENDA

1. Introductions.....Pam Lester IME
2. Value Added Benefits.....Bill Ocker ITC/ Martha Boese AGP
3. Open Discussion.....All

(Open discussion on current issues or barriers, potentially leading to future monthly topics)

Coming up (Subject to Change):

- *March 16, 2020 SPA Refresher*
- *April TBD Face-to-Face*
- *May 18 Risk Stratification/ Clinic Workflows*

Iowa Total Care (ITC) Value Added Benefits

- My Health Pays
- Mobile App
- Flu Program
- Start Smart for Your Baby (Start Smart)
- Member Connections Community Health Worker (CHW) Program
- Connections Plus
- Healthy Celebration

My Health Pays

- Reloadable VISA card for engaging in healthy behaviors
- If members complete the following:
 - Health Risk Screening
 - Notification of Pregnancy in 1st Trimester
 - Notification of Pregnancy in 2nd Trimester
 - Postpartum Doctor Visit
 - Annual Flu Vaccine
 - In-Home Assessment
 - Annual Breast Exam
 - Annual Comprehensive Diabetes Care
 - Annual Child Well Care Visits Age 2 -20
 - Annual Adult Well Care Visits 21+
 - Infant Well Care Visit
 - Control Blood Pressure
- Flyer Details
<https://www.iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html>

Mobile App

- "One stop shop" App that provides interactive tools and functions for members
 - Health Risk Screening
 - Care Gap Alerts
 - Health Library
 - One Touch calling
 - Mobile find a provider
 - Mobile ID Card
 - Personal Health Trackers
- App Name: Iowa Total Care

The Flu Program

- Provides targeted outreach to the member
 - Information about preventing transmission of the flu virus
 - Encourages seasonal flu vaccine
 - Precautions to prevent illness
 - Things to manage a sick family member
 - Receive flu shot at participating pharmacies

Start Smart for Baby

- An educational program for pregnant mothers to ensure a health pregnancy and 1st year of life for the baby
 - Provides communication with the member and the Start Smart Case managers with the health plan
- As part of this program you can also access these additional services
 1. Start Smart Mobile Application – which is an interactive and personalized application for expecting and new mothers to assist families with staying on track with prevention milestone, personalized reminders, action to take on health issues, access to nurse line
 2. Start Smart Baby Shower – Offered in a classroom environment to educate pregnant mothers about prenatal and postpartum care

Member Connections Community Health Worker (CHW) Program

- Personal level of interaction with our members to build strong relationships and trust
- CHW will provide home visits to our high risk members for those we can't reach by phone to assist with
 - Member outreach & engagement
 - Coordination of social services
 - Provide health education and outreach

ConnectionsPlus

- Pre-programmed cell phones for high risk members who lack reliable phone access and not able to access a phone through SafeLink Program
- With pre-programmed direct dial phone numbers
- Purpose is to prevent events like inappropriate ER use, hospital admissions

Wellness Care Program

- Health Celebration Days - Program for ITC members to assist them in receiving needed preventive health check ups.
- Wellness Care for Adults – program for adults to ensure they complete annual check ups such as physical exam, blood test & needed shots for their age
- Wellness Care for Children – EPSDT is preventative care for those under age 21 to ensure they get the health screenings needed

Additional Benefits

- No co-pays, except for ER visits
- Telephone coaching sessions and educational print materials
- ITC website for information
- Krames Health Library
 - <https://www.iowatotalcare.com/members/medicaid/health-wellness.html>
 - Has over 4000 topics related to health & 33,000 prescription

ITC Links

- **Value Added Benefit Information**

- ❖ <https://www.iowatotalcare.com/members/medicaid/benefits-services/value-adds.html>

- **Member Handbook – Page 37 - 39**

- ❖ <https://www.iowatotalcare.com/content/dam/centene/iowa-total-care/PDF/ITC%20Member%20Handbook%206-13-19%20edits%20Clean.pdf>

- **Member Services**

- ❖ Toll-free at 833-404-1061

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VALUE ADDED BENEFITS

ALL MEMBERS

Health Screener Process

We'll ask members to complete a health screen to help Amerigroup:

- Learn about their health;
- Arrange your care in a way that meets a member's individual needs;
- It's simple and only takes a few minutes to do.

Member information will remain private.

Health Screener Process, con't.

Who is required to take the Health Screening tool?

- **All** health home members, required
- **Any** Amerigroup member, *recommended*

Health Screener Process, con't.

Members will be able to:

- Fill out and return the paper copy received in the mail in the postage-paid, self-addressed return envelope provided,

OR

- Log in and complete the screener online at www.myamerigroup.com/IA

Health Screener Process, con't.

Once members have **finished the health screener assessment**, they will:

- call 1-877-868-2004; or
- visit us online at www.myamerigroup.com/HealthyRewards to enroll in the Amerigroup Healthy Rewards program.


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Value Added Benefits-All members

- Live Health Online
- Dental Hygiene Kit
- Amerigroup Community Resource Link
- Home Delivered Meals
- Post Discharge Stabilization Kit
- Extra Personal Care Attendant (PCA) Support
- Amerigroup Mobile Program

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Value Added Benefits-All members

Service Name	Service Description	How to Get Services
LIVEHEALTH ONLINE	<p>With LiveHealth Online, you have another way to get care.</p> <p>Why use LiveHealth Online?</p> <ul style="list-style-type: none"> • You can video chat with a Dr. anytime, day or night • Your video chats are private and secure • Each session usually only lasts about 10 minutes, and you won't have to sit in a waiting room for a long time. 	<p>It's easy to get started. Visit www.livehealthonline.com and sign up.</p> <p>You can also sign up and access through your smartphone or tablet via the LiveHealth Online Application, available in the Google Play Store and the App Store.</p> 

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Value Added Benefits-All members

Service Name	Service Description	How to Get Services
DENTAL HYGIENE KIT	<p>These kits have educational materials and supplies like:</p> <p>For members from birth- age 1:</p> <ul style="list-style-type: none"> • Educational materials on dental health for young children • Children's toothpaste • A child's toothbrush <p>For members ages 2-11:</p> <ul style="list-style-type: none"> • Kid-focused educational materials and activities • Children's toothpaste • A child's toothbrush <p>For members age 12 & older:</p> <ul style="list-style-type: none"> • Toothpaste • A toothbrush • Dental Floss • Kits, differing brush styles 	<p>Call Member Services at 1-800-600-4441 (TTY711) and ask for your kit, which will be mailed</p>

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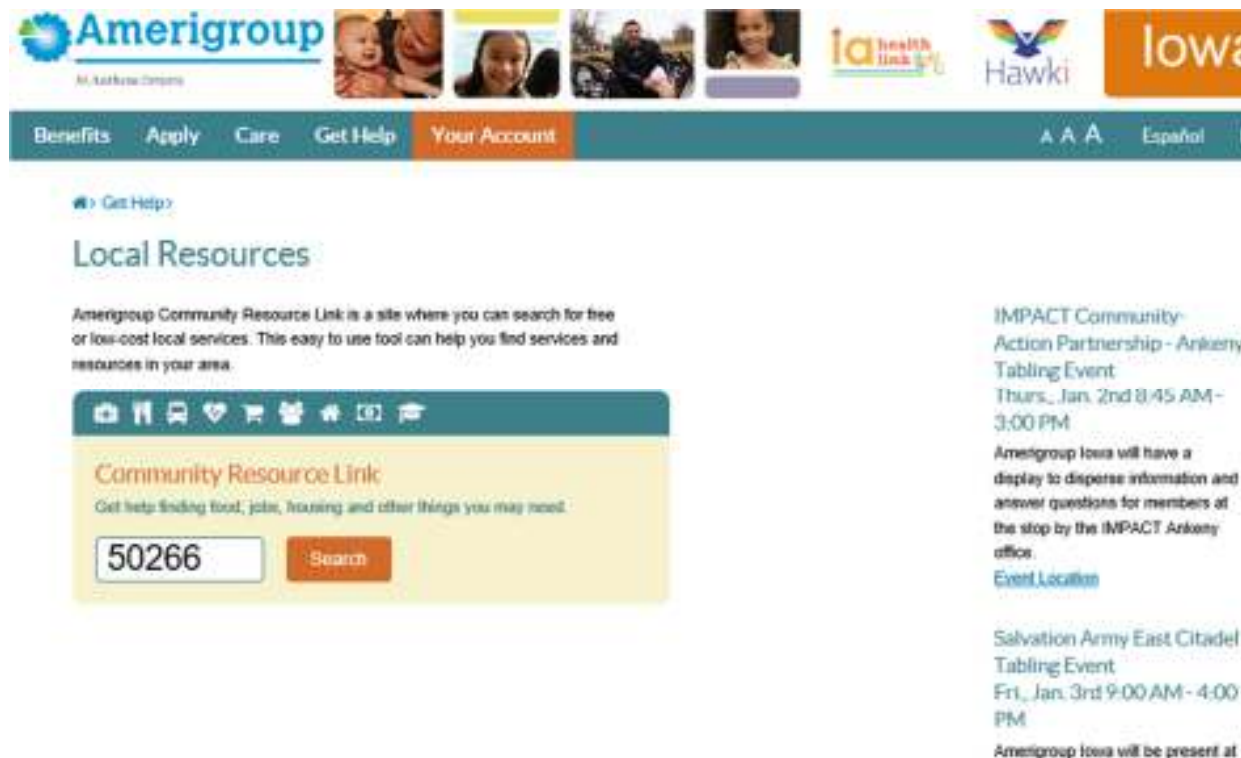
Value Added Benefits-All members

Service Name	Service Description	How to Get Services
COMMUNITY RESOURCE LINK	We offer an easy-to-use online resource so you can easily find free and low-cost services available in your community. Amerigroup Community Resource Link is searchable by zip code and has information about programs and events near you.	Visit www.myamergroup.com/IA/get-help?local-resources.html . If you can't get on a computer or smartphone with internet services, call Member Services @ 1-800-600-4441 (TTY711) for assistance.

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Value Added Benefits-All members

- Resource Link-Search by Zip Code



The screenshot shows the Amerigroup website interface. At the top, there is a navigation bar with links: Benefits, Apply, Care, Get Help, and Your Account. Below this, the 'Local Resources' section is highlighted. It includes a description: 'Amerigroup Community Resource Link is a site where you can search for free or low-cost local services. This easy to use tool can help you find services and resources in your area.' A search box is present with the zip code '50266' entered and a 'Search' button. To the right, there are two event listings: 'IMPACT Community Action Partnership - Ankeny Tabling Event' on Thursday, Jan. 2nd from 8:45 AM to 3:00 PM, and 'Salvation Army East Citadel Tabling Event' on Friday, Jan. 3rd from 9:00 AM to 4:00 PM. Both events mention that Amerigroup Iowa will be present.

Amerigroup
All Iowa Health Plans

Benefits Apply Care Get Help **Your Account** A A A Español Lo

[Get Help >](#)

Local Resources

Amerigroup Community Resource Link is a site where you can search for free or low-cost local services. This easy to use tool can help you find services and resources in your area.

Community Resource Link
Get help finding food, jobs, housing and other things you may need.

50266 Search

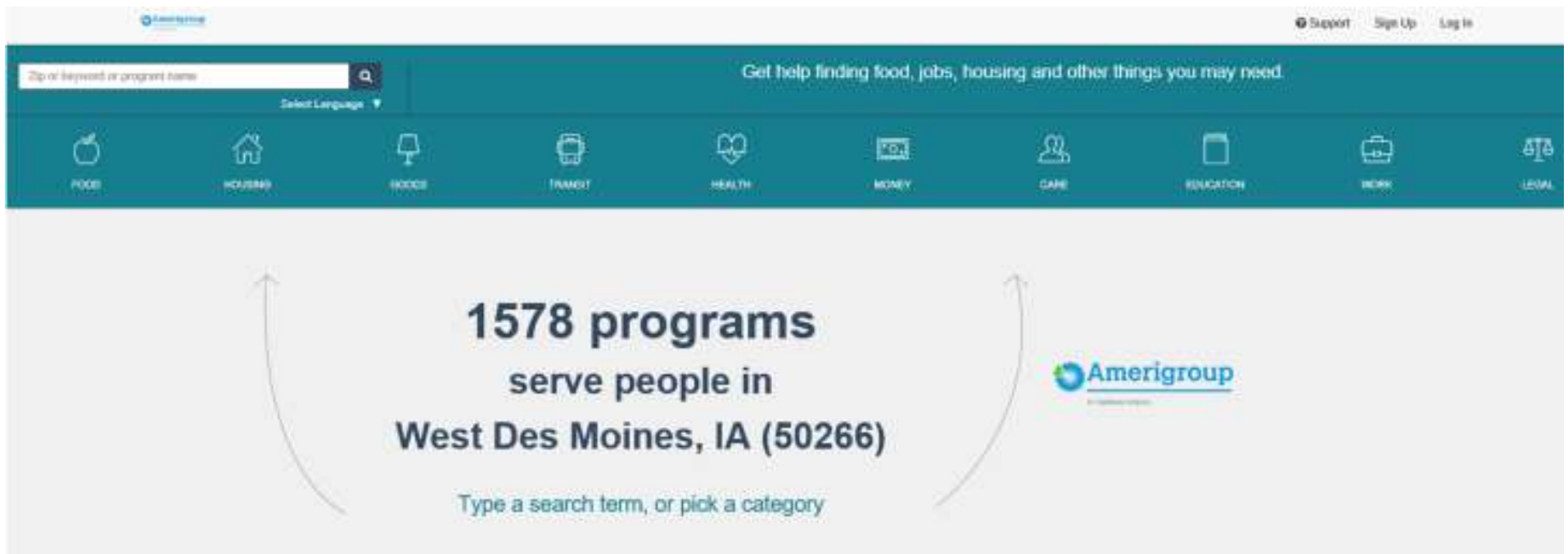
IMPACT Community Action Partnership - Ankeny Tabling Event
Thurs., Jan. 2nd 8:45 AM - 3:00 PM
Amerigroup Iowa will have a display to disperse information and answer questions for members at the stop by the IMPACT Ankeny office.
[Event Location](#)

Salvation Army East Citadel Tabling Event
Fri., Jan. 3rd 9:00 AM - 4:00 PM
Amerigroup Iowa will be present at

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Value Added Benefits-All members

- Resource Link-Search Results



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Value Added Benefits-All members

Service Name	Service Description	How to Get Services
<p>HOME DELIVERED MEALS</p> <p>*Eligible hospitalizations include <u>any</u> hospitalization that is 3 or more days. <i>Does not include skilled nursing facilities.</i></p>	<p>For those members deemed eligible, after discharge, we'll have meals for you and three family members delivered straight to your door for up to five days.</p>	<p>The Health Home will send a request to IA-HealthHome@Amerigroup.com with the member's information, and vendor form.</p> <div data-bbox="1512 888 1581 954" data-label="Image"> </div> <p>Mom's Meals Referral Form</p>

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Value Added Benefits-All members

Service Name	Service Description	How to Get Services
EXTRA PERSONAL CARE ATTENDANT (PCA) SUPPORT PCA support may also be available to members living in long-term care or transitional care facilities that need help transitioning back into the community, with approval from your case manager.	Extra personal assistance hours are available to assist with living life independently. Help from your personal care attendant (PCA) for things like: <ul style="list-style-type: none">• Dressing• Bathing• Household chores• Shopping Eligible members can get up to 20 extra hours of PCA support per year, on top of your regular Medicaid benefit.	Eligible members will have an Amerigroup Case Manager assigned. For Case Manager contact, email IA-HealthHome@Amerigroup.com

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Value Added Benefits-All members

Service Name	Service Description	How to Get Services
<p>AMERIGROUP MOBILE PROGRAM</p> <p>If you have SafeLink as your lifeline Assistance carrier, you get extra minutes for just being a member.</p> <p>Our mobile health program includes:</p> <ul style="list-style-type: none"> • Mobile health coaching programs • Tips and reminders via text for you and your family to stay healthy 	<p>The bonus minutes are in addition to:</p> <ul style="list-style-type: none"> • 1000 monthly minutes • 1-1.5 GB of data • Unlimited text messages • Free calls to Member Services <p>If you keep your own smartphone, you get all of the above except for the first three months you get 1.5 GB of data and 1 GB of data starting the 4th month.</p> <p>Already have Lifeline? The member/parent/guardian may be able to switch from the current Lifeline carrier to SafeLink.</p>	<p>Lifeline Assistance is a government assistance program and is non-transferable. Enrollment is available to individual who qualify based on federal or state-specific eligibility criteria. You may qualify based on:</p> <ul style="list-style-type: none"> • Household income or • If you or a member of your household participate in certain public assistance programs.

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Value Added Benefits- Adults over 18

- Personal Exercise Kit
- Help getting ready for the High School Equivalency Test (HiSET)
- Weight Watchers

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Value Added Benefits-Adults over 18

Service Name	Service Description	How to Get Services
<p>WEIGHT WATCHERS</p> <p>Eligibility criteria:</p> <p>Amerigroup members who are:</p> <ul style="list-style-type: none">• 18 or older• Diagnosed as obese by their doctor• Referred by their case manager or treating provider	<p>With Amerigroup, members can get a Weight Watchers voucher to help develop a healthy lifestyle and meet weight-loss goals. With this voucher, you'll get:</p> <ul style="list-style-type: none">• No sign-up fees• 13 weeks of free weight management classes	<p>Member can call Member Services at 1-800-600-4441 (TTY711) and indicate they'd like a voucher. If eligible, a voucher will be mailed to the home address.</p>

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Value Added Benefits-Adults over 18

Service Name	Service Description	How to Get Services
<p>PERSONAL EXERCISE KIT</p> <p>Eligibility criteria:</p> <p>Amerigroup members who are:</p> <ul style="list-style-type: none"> • 18 or older • Diagnosed as obese by their doctor • Referred by their case manager or treating provider 	<p>With Amerigroup, you can get a personal exercise kit to help you get moving at home. The kit will include equipment to help:</p> <ul style="list-style-type: none"> • Maintain muscle tone while increasing strength, flexibility and mobility • Improve your overall health <p>The exercise kit may include:</p> <ul style="list-style-type: none"> • Exercise band, water bottle and squeeze ball 	<p>Call Member Services at 1-800 (TTY711) to ask for an exercise kit.</p>

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Value Added Benefits-Adults over 18

Service Name	Service Description	How to Get Services
HELP GETTING READY FOR THE HIGH SCHOOL EQUIVALENCY TEST (HiSET)	We'll cover the cost of a prep course, and after you pass the prep course, we'll give the member a voucher so he/she can take the test for free.	Call Member Services at 1-800 (TTY711).

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Value Added Benefits- For Kids

- Free Boys & Girls Club Membership
- Healthy Families Program
- Personal Bag for Belongings

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Value Added Benefits-For Kids

Service Name	Service Description	How to Get Services
FREE BOYS & GIRLS CLUB MEMBERSHIP *Ages 6-18	Children should have a safe place to get active, make friends and have fun. Boys & Girls Clubs offer all of this and more to kids in the community. And with Amerigroup, children can get a membership, worth up to \$40, for free.	Parent/Guardian will show your Amerigroup member ID card at the local participating Boys & Girls Club. Call Member Services at 1-800-600-4441 (TTY 711) for a list of participating clubs in your area.

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Value Added Benefits-For Kids

Service Name	Service Description	How to Get Services
HEALTHY FAMILIES PROGRAM	<p>Health Families is a six month program designed to help families with overweight or obese children from healthier habits. Families will learn about the importance of good nutrition and exercise, with:</p> <ul style="list-style-type: none">• Help from a health coach you can call to get health tips and advice• Educational materials to help your family learn how to eat and live healthier.	<p>If a family qualifies for the program, we may call and ask if they'd like to join. If so, we'll give them all the information they need to get started.</p> <p>If they don't get a call from us but want to join, parent/guardian can call us at 1-888-830-4300 (TTY 711). Let us know they'd like to be a part of the program. If the family qualifies, we'll help get them started.</p>

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Value Added Benefits-For Kids

Service Name	Service Description	How to Get Services
PERSONAL BAG FOR BELONGINGS	<p>Moving around can be tough, especially for children. We'll give the eligible child a personal bag so they can have something to put their own things in. Plus, we will fill the bag with comfort items like:</p> <ul style="list-style-type: none">• School supplies• Journals and drawing supplies• Stuffed animal	<p>Parents/Guardians can call Member Services at 1-800-600-4441 (TTY 711) and ask for a personal bag for their child.</p>

Amerigroup Value Added Benefits- Certain Waiver & Other Programs

- Assistive Devices
- Durable Medical Equipment & Supplies
- Additional Respite Care Services
- Financial Support Management
- Travel Training
- Help Finding a Job
- Self-Advocacy Memberships

Amerigroup Healthy Rewards

- Our Healthy Rewards program rewards members for doing things that are good for their health. Members can earn \$10-\$50 per designated activities to stay healthy.
- Health Rewards dollars can be spent at Dollar General, Family Dollar, CVS, Walgreens and Walmart stores.

Amerigroup Healthy Rewards

- To sign up or find out more about the Healthy Rewards program, the member can call 877-868-2004 or visit online at www.myamerigroup.com/HealthyRewards.
- After enrollment, every time the member completes one of the healthy activities, they will get dollar added to their very own Healthy Rewards Debit Card.

Amerigroup Links

- **Value Added Benefit Information**

- ❖ <https://www.myamerigroup.com/ia/benefits/iowa-medicaid.html>

- **Member Handbook – Page 49-62**

- ❖ https://www.myamerigroup.com/ia/iaia_caid_memberhandbook_eng.pdf

- **Member Services**

- ❖ Toll-free at 800-600-4441 (TTY 711)

Using the Health Screener to Meet Your Measures

HEDIS Measure	Health Home Core Quality Measure (NQF)	Amerigroup Health Screener Questions	Member Benefits: Value-added Benefits (VAB)	Member Benefits: Healthy Rewards
Follow-Up After Hospitalization for Mental Illness (FUH)	Follow-Up After Hospitalization for Mental Illness (FUF-HH)	<p>5. Have you or your child had any of the following medical visits or tests in the last 12 months?</p> <ul style="list-style-type: none"> • Been admitted to the hospital <p>8. How many times have you or has your child been admitted to the hospital in the last year?</p>	<p>Post-Discharge Stabilization Kit** Members who stayed in a hospital more than 7 days and recently discharged, with approval of case manager</p> <p>Home-Delivered Meals** Members recently discharged from hospital and deemed eligible by case manager</p> <ul style="list-style-type: none"> • Meals for member and 3 family members; up to 5 days 	<p>Follow – up after behavioral health hospitalization \$30 (once per 12 months)</p> <p>Antipsychotic medicine adherence Ages 19-64 \$10 (twice per 12 months)</p>

** Additional information/rules for receiving reward as outlined in Member Handbook or Healthy Rewards Booklet

Questions?

Open Discussion

Thank you!